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George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

Internet Voice Distribution System IVoDS



Voice Conferencing Client User Manual

Client Version 1.4.0

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1.0 INTRODUCTION

This manual describes how to participate in voice conferences utilizing the NASA Marshall Space Flight Center (MSFC) Internet Voice Distribution System (IVoDS). This system will be used during International Space Station (ISS) missions to communicate among ISS operations personnel. IVoDS provides secure access to mission voice loops by employing Virtual Private Network Technology. IVoDS allows the user to listen to 8 voice loops simultaneously and to talk on one loop at a time. IVoDS provides users access to all voice loops that the user has been authorized to access but the IVoDS system only allows 8 voice loops configured at one time. IVoDS provides volume control and mute for individual voice loops, and the Graphical User Interface (GUI) provides differentiation between talk and monitor privileges. In addition, the IVoDS GUI shows lighted talk traffic per loop. Appendix B provides an overview of the IVoDS user interface.

2.0 GETTING STARTED

To gain access to IVoDS, the user must initially request voice service via the Payload Integration Agreement (PIA)/Express Integration Agreement (EIA) process. Users must submit their voice capability requirements in the PIA/EIA for baselining at I-18 months. At I-18 months, users must input voice requirements into the Ground Data Services Dataset in the Payload Data Library (<http://pdl.hosc.msfc.nasa.gov>) commensurate with what was previously entered into the PIA/EIA for baselining at I-15.5 months. At I-15 months, users must input their HOSC Account requirements in PDL for baselining by I-12 months. After Dataset baselining and receipt of a signed HOSC Account Request Form, the user will be given a one-time username and password that will provide the user access to the MSFC-provided IVoDS software. An additional username and password assignment will be given to the user for access to the IVoDS client.

An IVoDS web site has been set up to provide information regarding IVoDS. The web site address is <https://aristotle.hosc.msfc.nasa.gov/IVODS>. The web site lists the recommended hardware configuration, software configuration, suggested network connectivity, provides access to the IVoDS installation procedures, and explains in full detail how to gain access to IVoDS. This manual is intended for the purpose of guiding the user on how to use the IVoDS system once logged in.

2.1 Logging In

- a. Upon successful execution of the Installation Procedures, the icon shown in Figure 1. will appear on the user's Desktop.



Ivods.lnk

Figure 1: IVoDS Icon

The user will double click this icon to initiate the IVoDS client application.

- b.) The SecuRemote authentication window should pop up as shown in Figure 2. Type in your username and password associated with your IVoDS account.

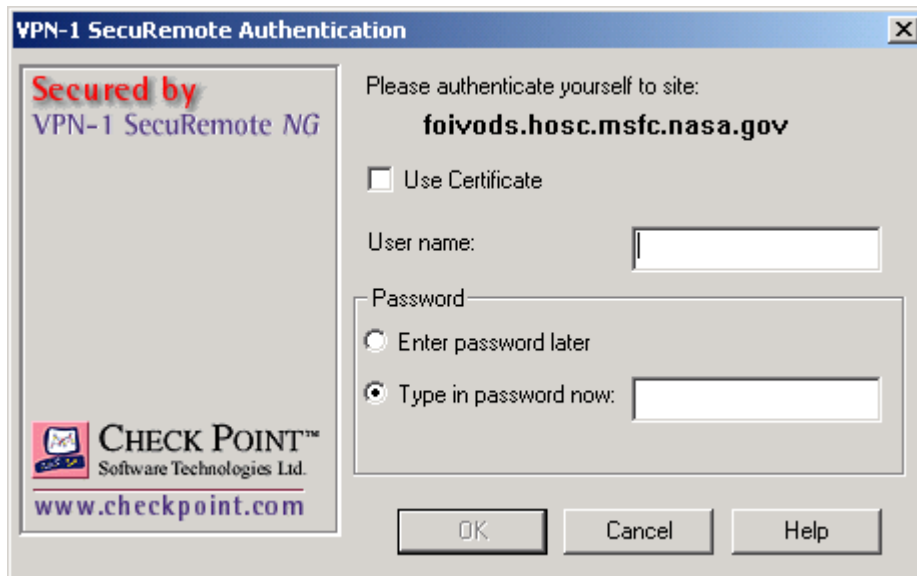


Figure 2: SecuRemote authentication window

- c.) If you typed it in correctly, you should get a banner back that says “User successfully authenticated by VPN-1” as shown in Figure 3. (You will not be able to access the IVoDS system until the VPN has been authenticated and established.)

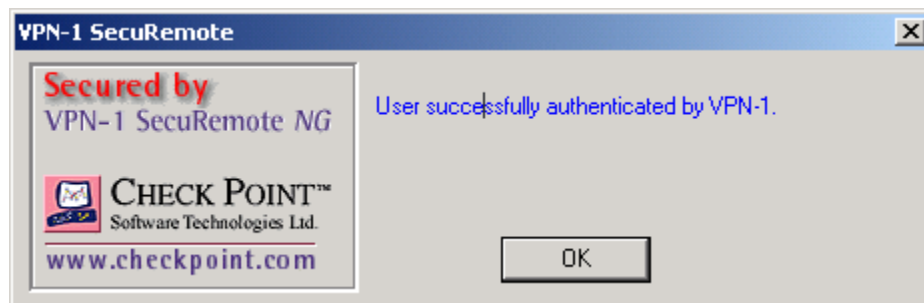


Figure 3: SecuRemote Banner

- d.) The IVoDS Home Page as shown in Figure 4 will pop up once the VPN is successfully established.

- e.) Select the “Login to IVoDS” button.

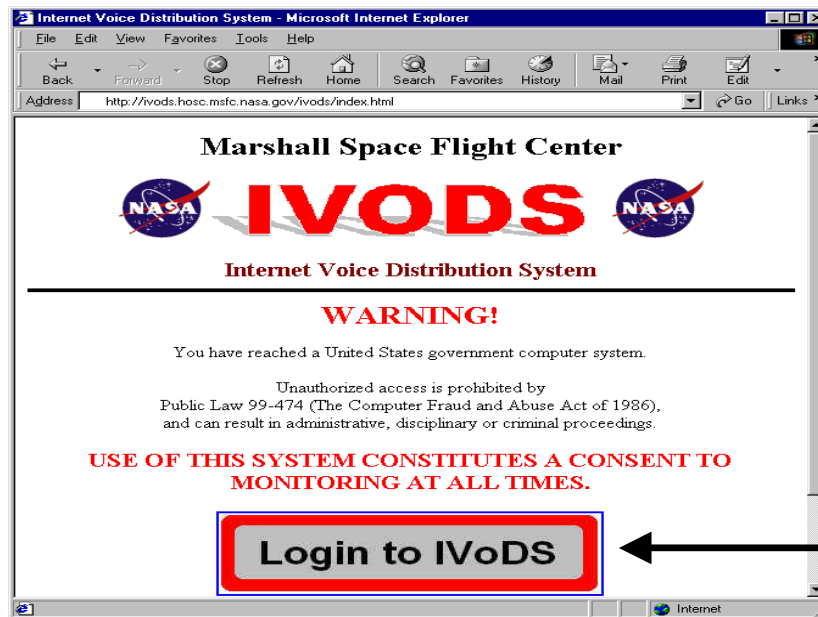


Figure 4: IVoDS Login Page

- f.) Another Internet Explorer page will come up as shown in Figure 5. This window drives the JAVA applet for the IVoDS Main Window GUI. If this window is closed, the IVoDS application will not work. At the same time, the IVoDS Voice Client will automatically appear in a separate applet window (Figure 6).

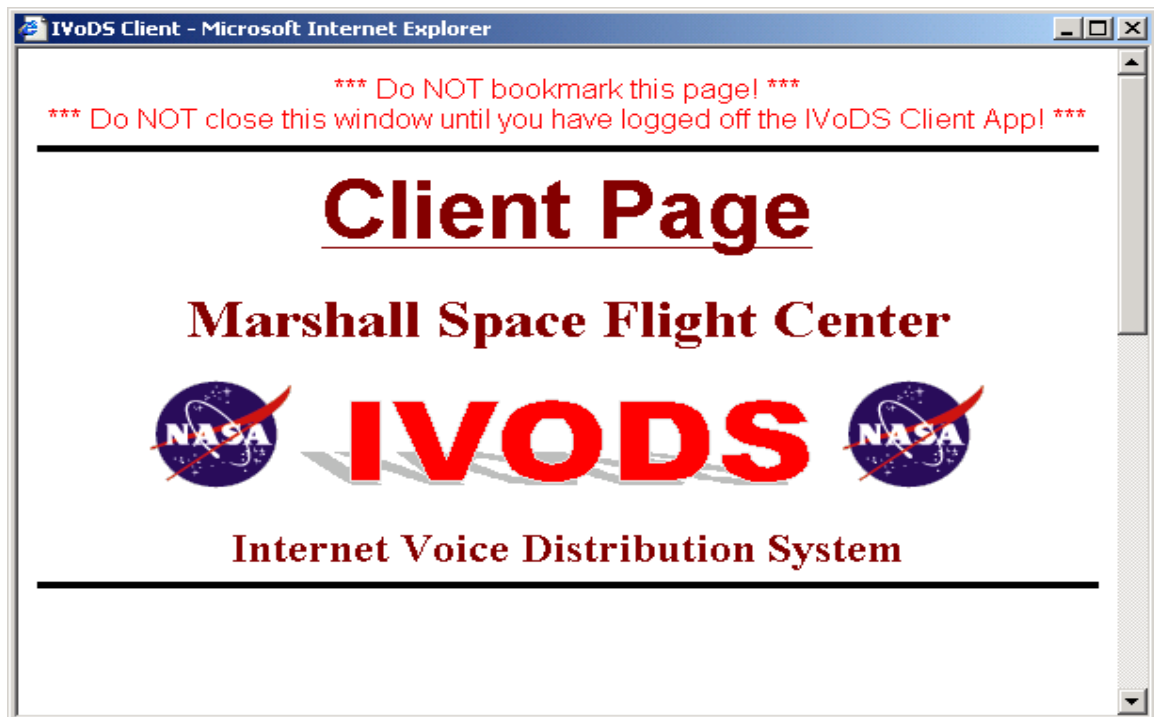


Figure 5: IVoDS GUI Web Page

- g.) On the menubar, select **File->Login** as shown in Figure 6.

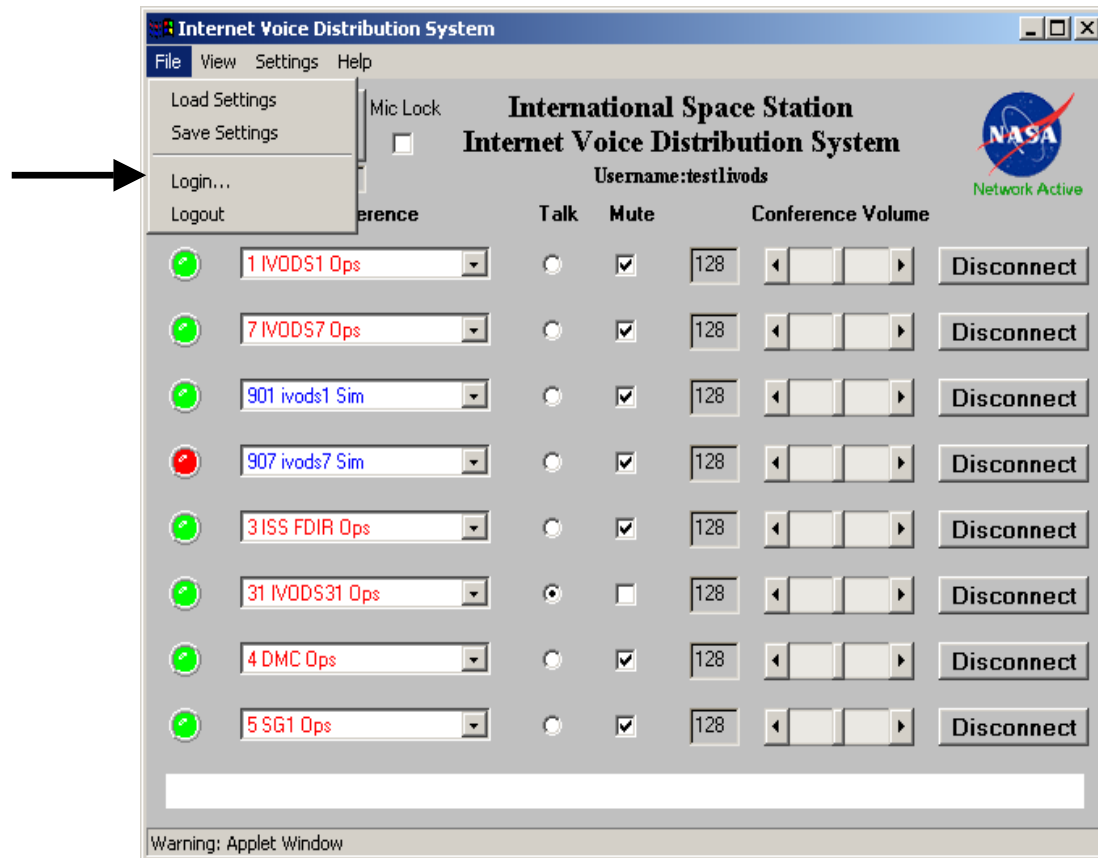


Figure 6: Login to IVoDS Conferencing Client

- h.) Type in username and password as shown in Figure 7. If you have saved settings from a previous login session, select **File -> Load Settings** to recall your saved settings. See section 2.6 for saving settings.

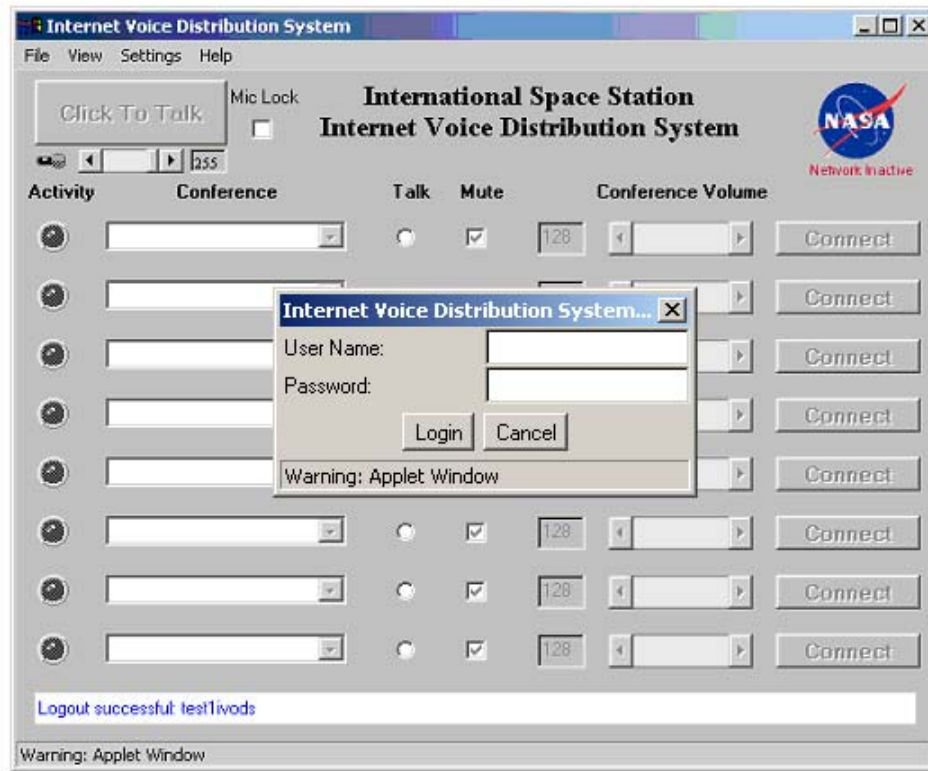


Figure 7: IVoDS Login Screen

- i.) If you were able to successfully login to the IVoDS server, the Network Activity Indicator under the NASA emblem, should turn to green.

2.2 Checking the Audio Levels Before Initiating a Conference

At this point in time it is recommended that you check out your audio levels in advance of a planned voice conference so you will have time to troubleshoot any problems that may arise. You should always use a headset, rather than desktop microphone and speakers. To check out audio quality through the IVoDS system, perform the following steps:

- a) From the menu bar select **Settings->Voice Check**, the IVoDS Voice Check window will open as shown in Figure 8.
- b) Select a Reflector conference from the list box on the left as shown in Figure 8.
- c) Select the Connect button as shown in Figure 8.
- d) Uncheck the Mic Muted switch as shown in Figure 8 and position the microphone so that it is 4 finger-widths from the corner of your mouth (see Figure 9.) and speak in a normal conversational tone.

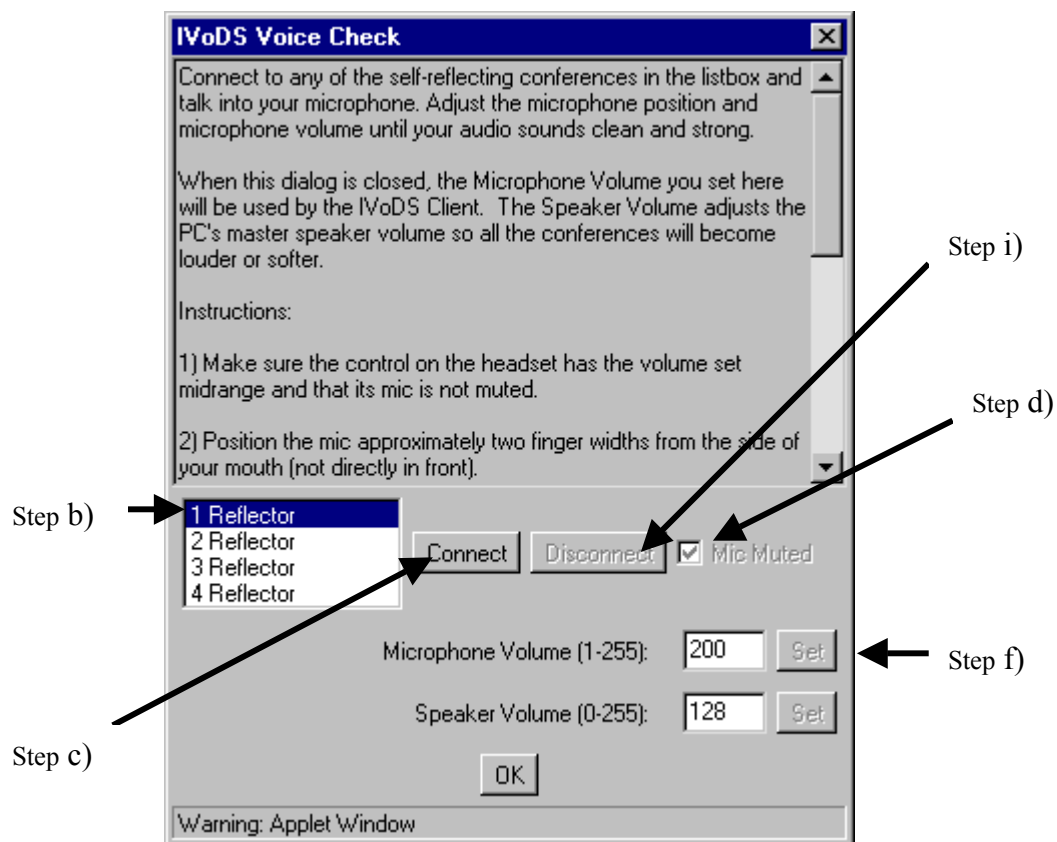


Figure 8: IVoDS Voice Check Utility

- e) Adjust the mic position and Microphone/Speaker Volumes until your audio sounds good. Note: The slightest adjustment in the microphone position can make a lot of difference. Do not talk directly into the mic, but rather, talk with the mic "off to the side".



Figure 9: Proper Microphone Positioning

- f) When changing the Microphone and Speaker Volumes, remember to press the "Set" button next to it to accept the change. We recommend trying to keep the Speaker Volume "mid-range," around 128, if possible.
- g) If you cannot hear your voice reflected in your earphones, check your headset controls (not all headsets have controls). Verify your mic switch on your headset cable is set to "ON". If you still cannot hear your voice reflected in your earphones, verify your earphone volume dial on your headset cable is set to mid or high range. Note that setting your dial to maximum volume may cause slight distortion in the audio you hear.
- h) If you still cannot hear your voice reflected in your earphones, see Appendix A for help on troubleshooting audio problems.
- i) When finished, press the OK button at the bottom of the window. If another user is heard on the conference, the user may disconnect and connect to another reflector conference.

2.3 Configuring the Conference Settings

Upon logging onto IVoDS, you will notice that there are no conferences (voice loops) selected. To select the eight conferences that you would like to listen and/or talk on, follow these procedures:

- a) Select a conference from one of the list boxes under the column labeled **Conference**. Selecting the arrow on the right side of the list box as shown in Figure 10 depicts the conferences that you can access.

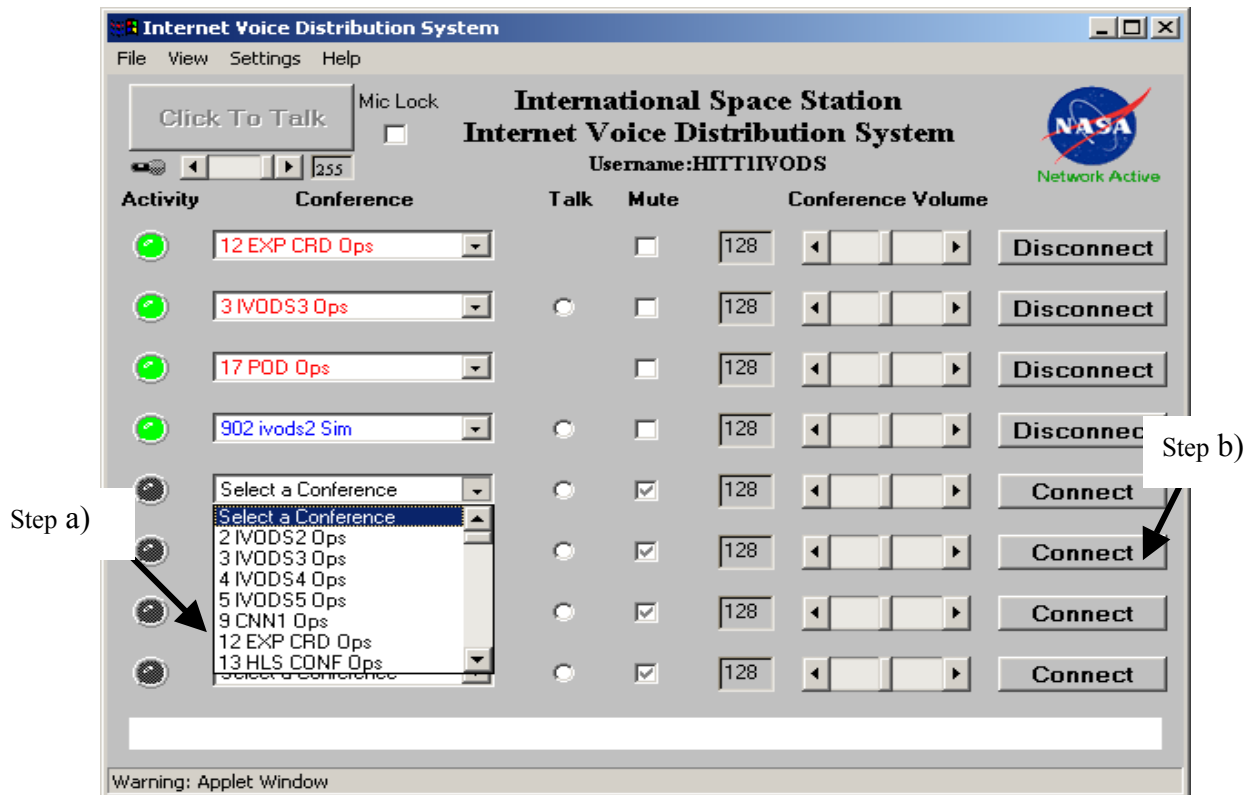


Figure 10: Selecting a Conference

- b) At the end of that conference row, select the button labeled Connect. This actually enters the user into this conference. Notice that the button label changes to disconnect.
- c) Notice that the Activity LED (on the left side of the client) for that row changes from gray to either green or flashing red/green depending on the activity level of the conference.
- d) The talk radio button will either remain or disappear depending on user's privilege for the conference. Notice that in Figure 10 above, 12 EXP CRD Ops and 17 POD Ops do not have talk radio buttons.

- e) Repeat steps a) and b) for each conference you wish to enter. Note that there is a color coding for conferences. Red lettering in the conference list box indicates an operational conference. Blue lettering in the conference list box indicates a simulation conference.

2.4 Talking and Monitoring Conferences

Now that you have the conferences selected on your GUI, it is time to listen and/or talk on the selected conferences. Follow these procedures:

- a) For the conference that you wish to actively speak, select its radio button under the column labeled **Talk**. You will only be able to talk in one conference at a time. You will only have a Talk radio button if you have permission to talk on that conference. See Figure 11 below.
- b) While connecting for talk, you'll notice that the whole row appears to gray out for a few seconds. This is part of the connection process; it will turn back to its original colors once connection has been completed. It may take a few seconds before the user can actually talk in the conference. Please be patient.
- c) Press and hold down the **Click to Talk** button while you speak into the microphone on the headset. See Figure 11 below. You can also press and hold down the **Spacebar** while you speak. Either one of these methods activates the microphone.

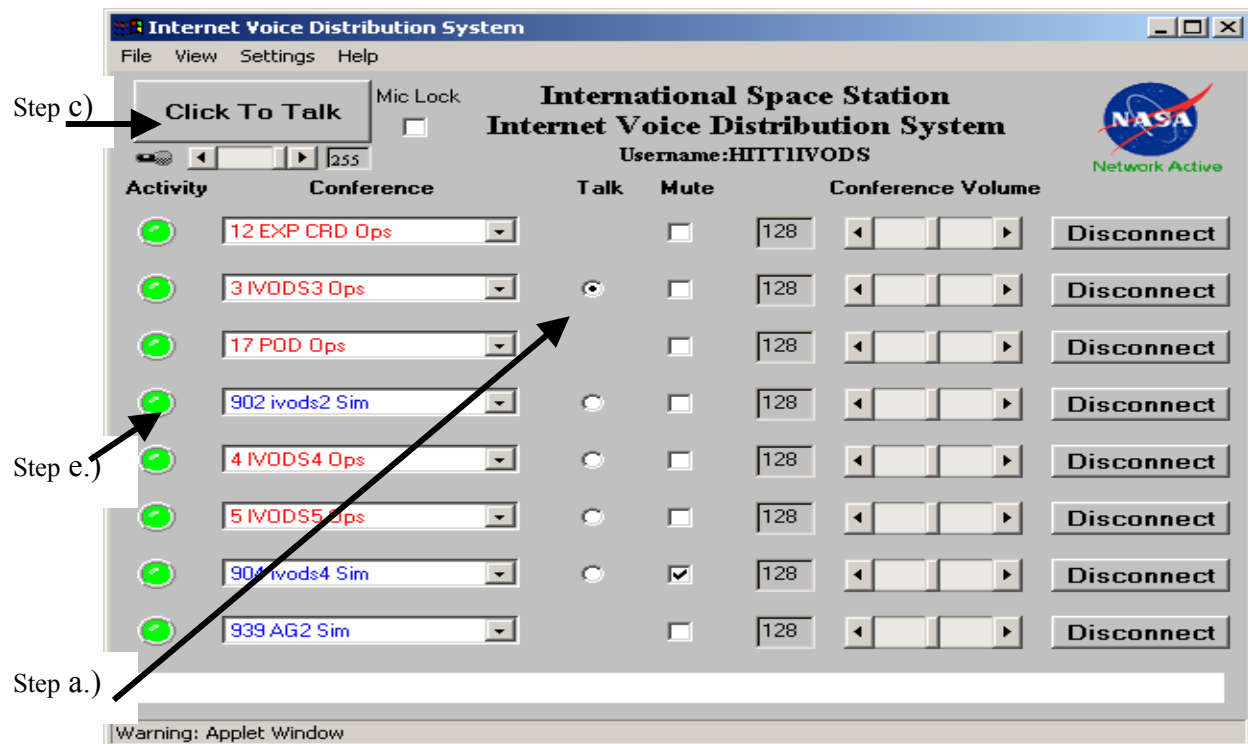


Figure 11: IVoDS Conferencing Client

- d) If you do not want to hold down the **Click to Talk** button or the Spacebar while you talk, you have the option of checking the **Mic Lock** radio box. See Figure 12 below. This locks the microphone open. The microphone will remain open until you either uncheck the **Mic Lock** radio box or select to talk on another conference. The system will periodically issue a warning dialog box to warn you that the microphone is locked in an active position. You will not need to acknowledge this dialog box. The label on the **Click to Talk** button changes to **Mic. Lock** in red letters to be a secondary warning to you that the microphone is locked in an active position. When you uncheck the box, the label reverts back to **Click to Talk**.
- e) To ensure that there is activity in this conference, the Activity LED on that conference row will flash red/green. You will still be able to hear all other conferences that you've connected to. If they are not muted and the volume is turned up to an audible level.
- f) A conference is muted if there is a check mark in the radio box in the Mute column. This is the default setting. To un-Mute, click in the checkbox.

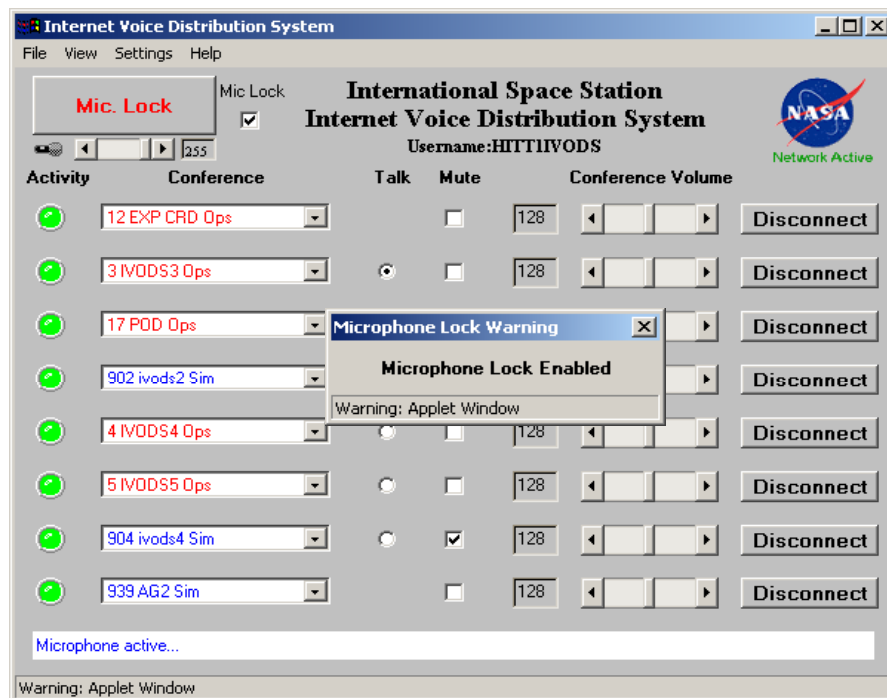


Figure 12: IVoDs Mic Lock

2.5 Adjusting the Speaker Volume on a Conference

To adjust the speaker volume in individual conferences, adjust the slider bar, on that conference row, until the volume is at a desired level.

- a) To temporarily stop listening to a conference, select the checkbox under the column labeled **Mute** for that conference.

- b) For performance purposes, you should disconnect from a conference that you plan on muting for long periods of time (i.e., hours).

2.6 Saving Volume Levels and Conference Selections

Once set, the volume level and conference settings can be saved for the individual user. Follow these procedures to save your settings:

Select the **File->Save Settings** button to store the desired volume levels and conference selections in a cookie located on your computer's hard drive. When you log back into the IVoDS system, select **File->Load Settings** to regain the previous settings.

2.7 Adjusting Microphone Settings

On the menubar, select the **Settings** button. The **IVoDS Preferences** window will open and should appear as in Figure 13.

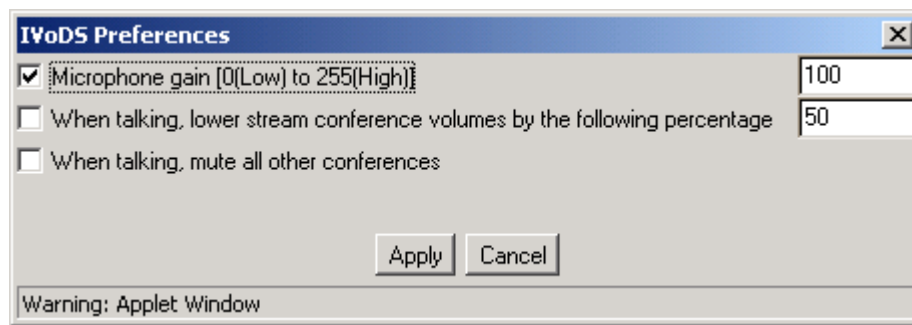


Figure 13: Preferences

Adjust each level by filling in the text box on the right side of the window with a numerical value and select the **Apply** button at the bottom of the window to accept the values and close the window. An explanation of each of the fields is described below.

Microphone Gain – the volume level of the microphone.

When Talking, Lower Stream Conference Values by this Percentage – Select the checkbox next to this to enable this feature and then fill in a value in the text box next to it. Notice when the user selects the Click to Talk button that all of the other conference audio levels lower by the requested percentage.

When Talking, Mute All other Conferences – Select the checkbox next to this to enable this feature. Notice when the user selects the Click to Talk button that all of the other conferences are muted.

2.8 User List

The user list allows the user to view the username(s) of the individual(s) that are currently logged onto the conference that the user has selected to talk. To bring up the user list, go to **View** on the menubar and select **User List**. Please note that this dialog box does not always pop up on top of the current screen and may be hidden behind the current screen that the user is viewing. Check the status bar at the bottom of the screen. There should be a window opened with the name of the conference assigned to it. Click that window and the user list should appear.

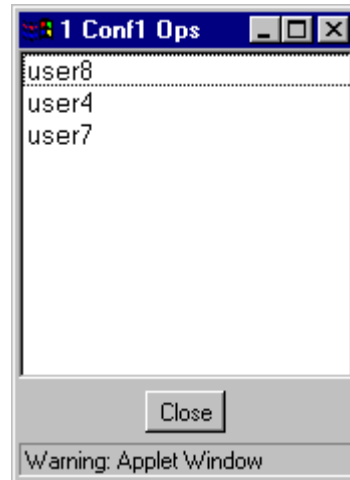


Figure 14: User List

2.9 IVoDS Who's On-line Utility

The IVoDS Who's On-line utility allows the user to view the username(s) of all individual(s) that are currently logged into IVoDS and which conferences they are connected to for listen or talk. To bring up this utility, access the IVoDS Who's On-line link from the IVoDS Logon web page (see Figure 15). Once this link is accessed, the user will see a page similar to Figure 16. The users that are currently online are displayed in the first column on the left and all of the possible voice conferences are displayed in the first row. The text "Listen" will be displayed in boxes below the corresponding conferences that the users are monitoring and the text "Talk" will be displayed on a green background below the conference that the user has selected for talk. Note that the horizontal slider bar at the bottom of the page will have to be used in order to view all of the conferences since the entire list will not fit on the screen.

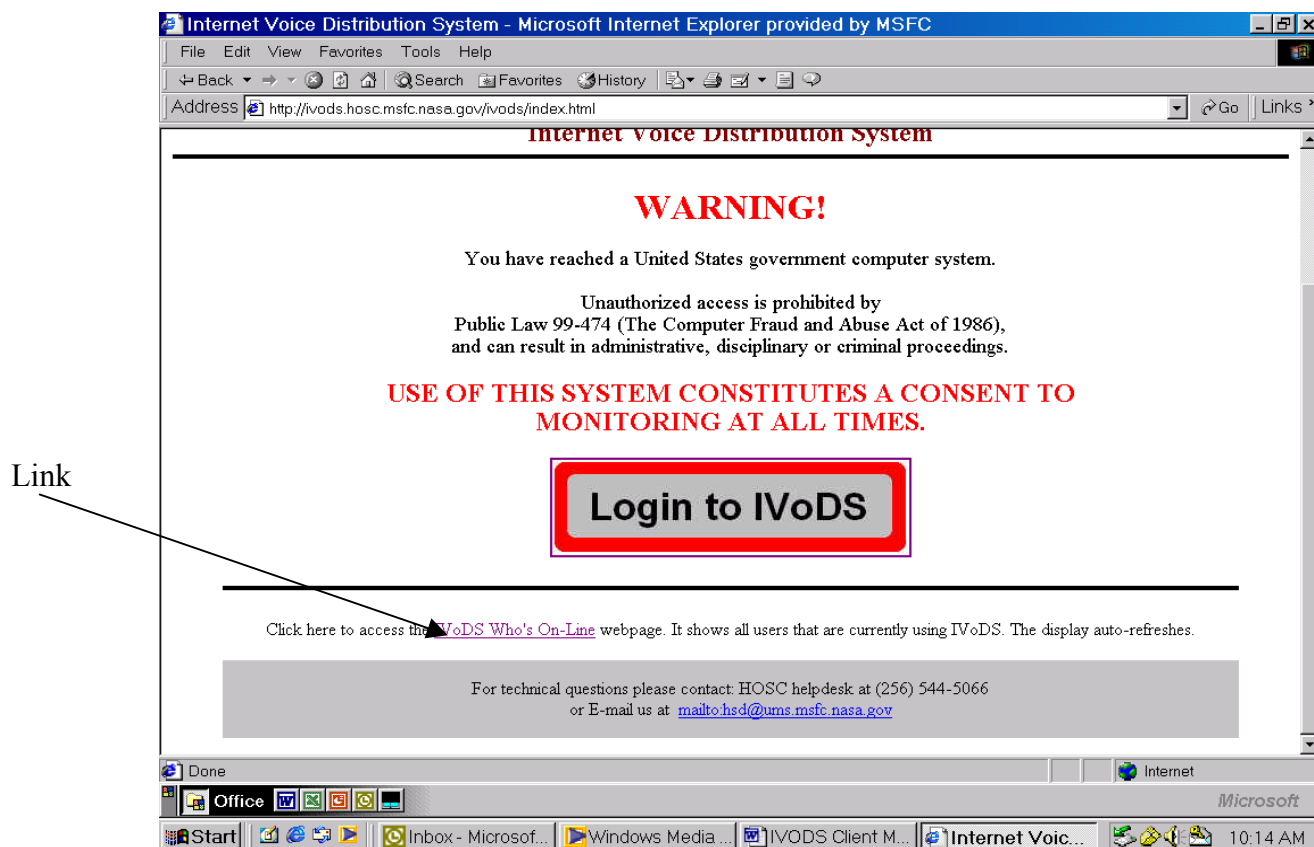


Figure 15: IVoDS Login Screen with *IVoDS Who's On-Line* link

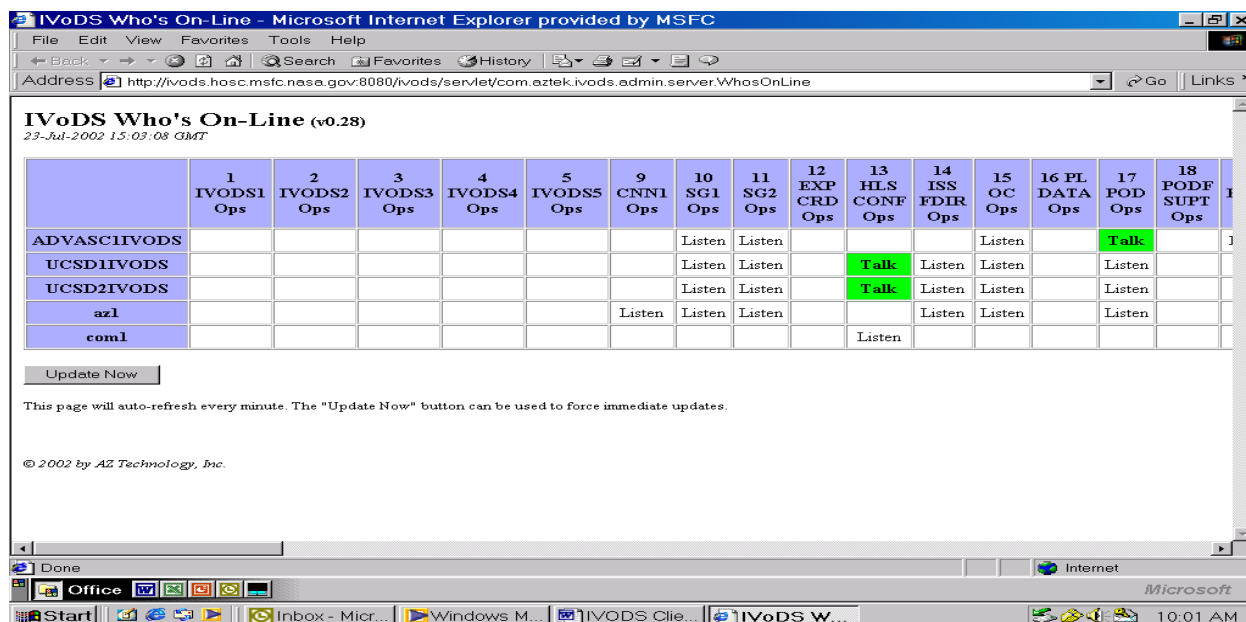


Figure 16: IVoDS Who's On-Line Utility

2.10 Change IVoDS Password

To change a user password, select the **Settings->Change Password** from the Menu Bar. The Change IVoDS Password window will open and should appear as in Figure 17. All user passwords must be between 8 and 48 characters long and include at least one uppercase character, one lowercase character, one number, and one special character. The special character cannot be '&'.



Figure 17: Change IVoDS Password

2.11 Disconnecting and Logging Out

Always be sure to **Disconnect** after completing a conference session. The procedure to logout from IVoDS is:

- a. Select the **Disconnect** button on the row for the conference that you wish to exit. See Figure 18.
- b. On the menubar, select File->Logout.
- c. Select Logout from the popup window.

Upon successful logout, the Network Activity indicator under the NASA logo will turn from green to red.

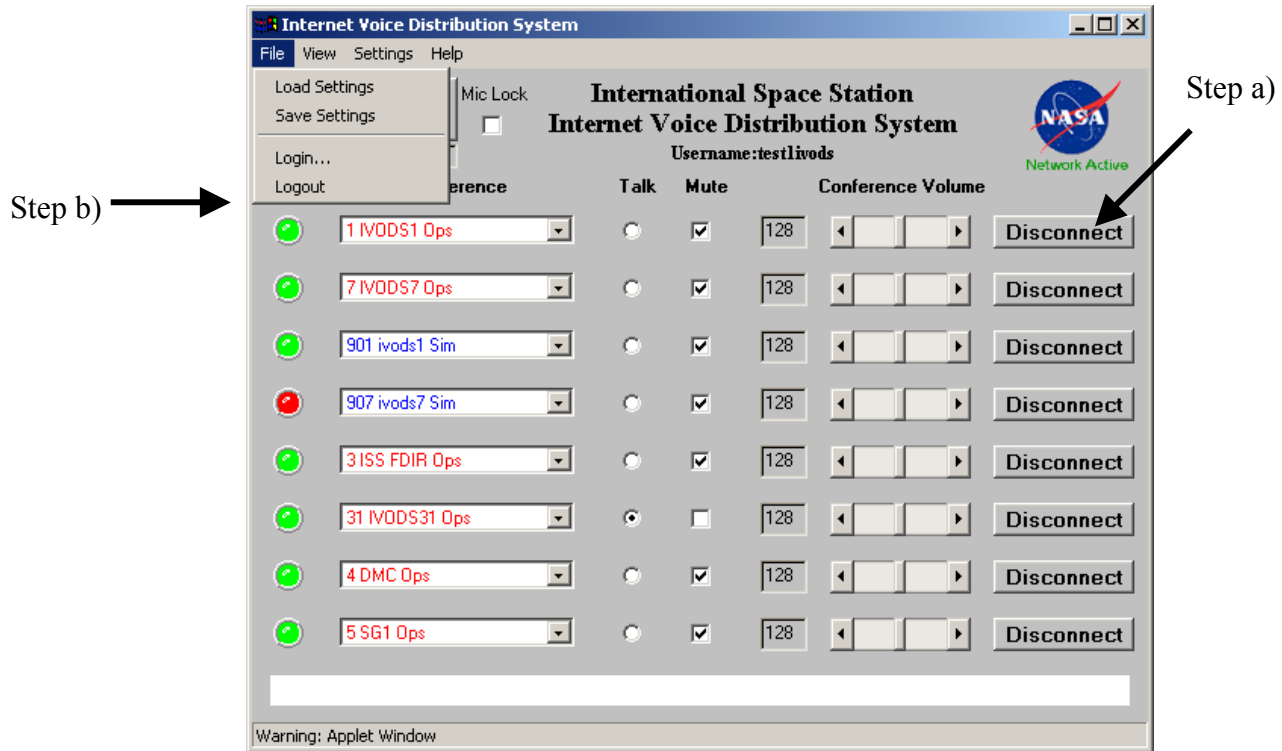


Figure 18: Disconnect and Logout

APPENDIX A: ADJUSTING YOUR MICROPHONE AND SPEAKERS

A-1.0 WINDOWS NT MICROPHONE INSTRUCTIONS

How to properly adjust the various microphone-related parameters provided under Windows NT.

A-1.1 Step 1 (Testing the Microphone)

If you would like, you can see if your microphone is working properly by making a recording. This can be done by selecting Start->Programs->Accessories->Entertainment->Sound Recorder. The Windows Sound Recorder Box should appear as in Figure A-1.



Figure A-1: Windows sound recorder

If you are unable to record through your microphone, check to ensure that you have carefully completed the instructions below. If you continue to have difficulties, check the Troubleshooting section of your documentation.

A-1.2 Step 2 (Opening Volume Control and Recording Control)

TIP: To open a **Volume Control** window, double-click the **Gold Speaker Icon** on the extreme right of the taskbar. If the **Gold Speaker Icon** is not visible on the taskbar, select **Start/Programs/Accessories/Entertainment /Volume Control**. If all of the above fails, open **Volume Control** by locating and double clicking the SNDVOL32.EXE file using Windows Explorer. The Volume control panel should appear as in Figure A-2.

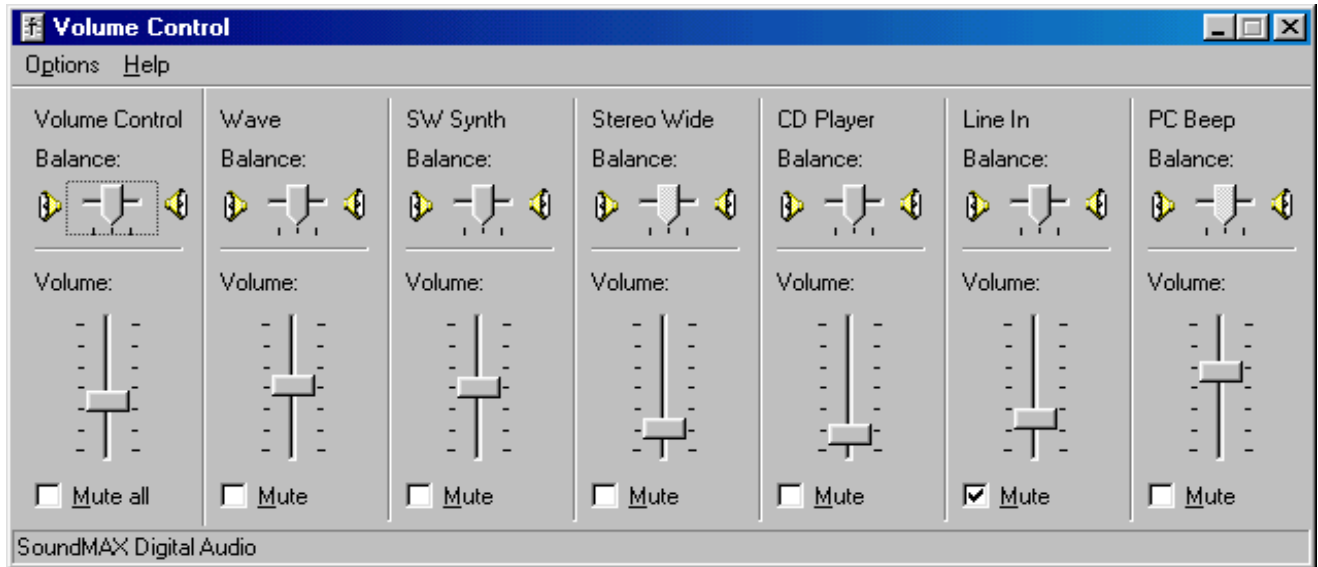


Figure A-2: Windows Volume Control

1. Open **Volume Control** and position it in the upper half of your desktop. Select **Options/Properties**. In the **Adjust Volume For** box select **Playback**. In the **Show The Following Volume Controls** box make sure every item is checked. All may not be visible, so scroll down to end of list. Click the **OK** button.
2. Now, open a second **Volume Control** (which will be changed into a **Recording Control**) and position it in the lower half of your desktop. Select **Options/Properties**. In the **Adjust Volume For** box select **Recording**. In the **Show The Following Volume Controls** box make sure every item is checked. Click the **OK** button.
3. Click **Options** on the menu and make sure **Advanced Controls** is checked. Some sound cards do not support the **Advanced Controls** features in which case this option will not be available.

A-1.3 Step 3 (Setting the Volume Control)

Select the **Volume Control** window and set all Volume controls to about 50 percent. Set all **Balance** controls to the middle. Make sure that the **Volume Control's Mute All** box and the **Wave's Mute** box are not checked. Although it may at first seem strange, make sure the microphone's **Mute** box is checked in order not to route the Microphone's input directly to the multimedia speakers. Mute the other boxes as appropriate for your voice-computing applications.

A-1.4 Step 4 (Setting the Recording Control)

Select the **Recording Control** window and make sure the **Select** box for **Microphone** is checked. If supported by your sound hardware, click the **Advanced** button and enable or disable micBoost. If you are having trouble with other people hearing you and you have your microphone gain at the maximum level on the IVoDS GUI, then enable mic Boost.

APPENDIX B: OVERVIEW OF GUI FUNCTIONS

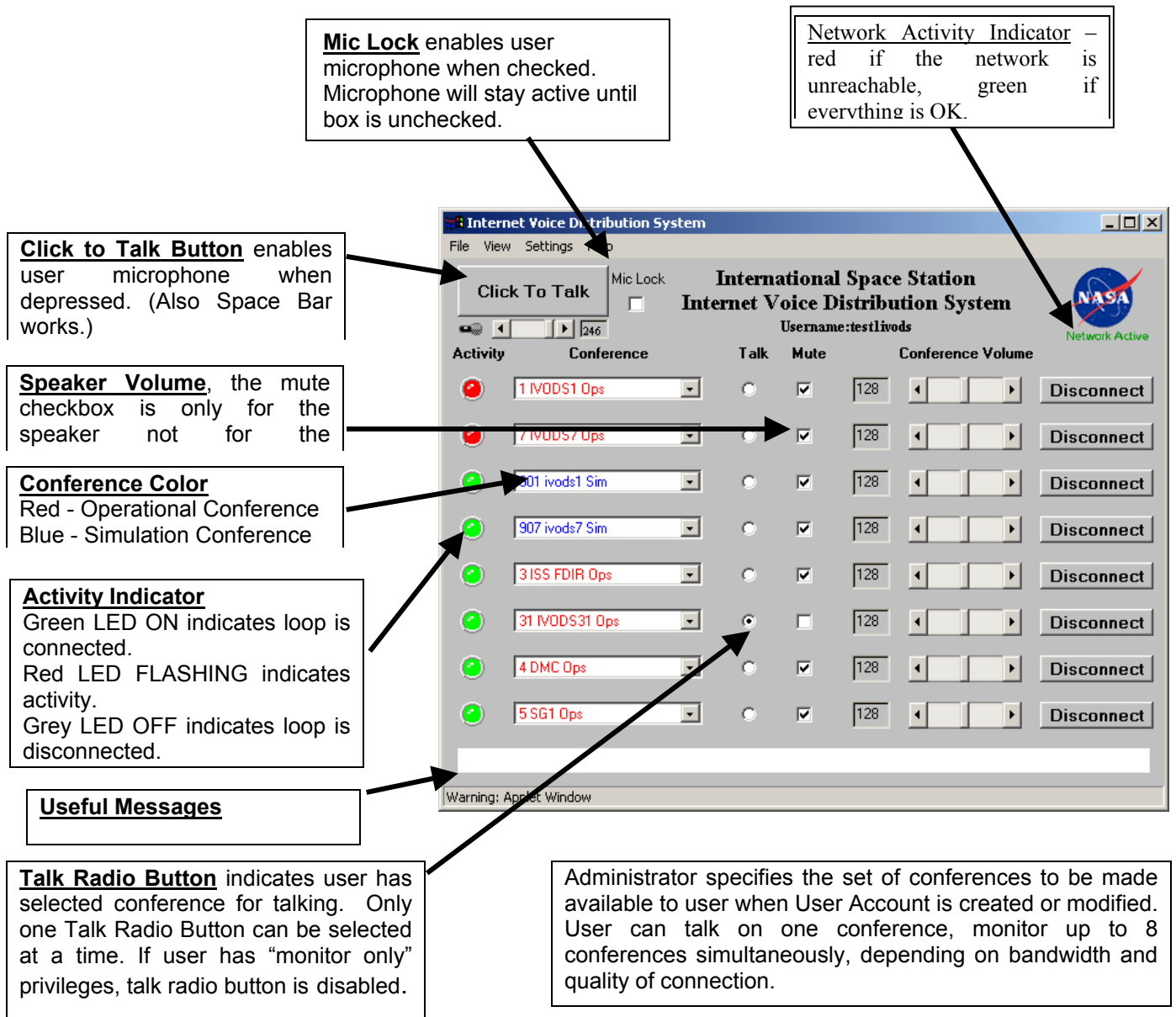


Figure B1: Overview of IVoDS GUI

APPENDIX C: FREQUENTLY ASKED QUESTIONS AND KNOWN BUGS

IVoDS Client Version 1.4.0
CuCore Version 2.0.0.121

- 1. I received the error message “false, immediate Network Inactive”. My Java Console was also logging “null heartbeat” messages.**

You may lose connectivity with the IVoDS server. This is a rare occurrence and only happens on initial login to the system. The workaround for this is to close your IVODS session by closing your browser and reattempt to log on.

- 2. Sometimes pressing the spacebar does not activate my microphone.**

You can reset the spacebar by pressing the “Click to Talk” button. It will enable the spacebar to be active again.

- 3. How do I use the Voice Check Wizard to verify my microphone and volume settings are set properly?**

Before starting the audio check you must disconnect from all conferences.

1. From the menu bar select Settings->Voice Check, the IVoDS Voice Check window will open
2. Select a Reflector conference from the list box on the left.
3. Select the Connect button.
4. Uncheck the Mic Muted switch and position the microphone so that it is 4 or 5 finger-widths from the corner of your mouth and speak in a normal conversational tone.
5. Adjust the mic position and Microphone/Speaker Volumes until your audio sounds good. Note: The slightest adjustment in the microphone position can make a lot of difference. Do not talk directly into the mic, but rather, talk with the mic "off to the side".
6. When changing the Microphone and Speaker Volumes, remember to press the "Set" button next to it to accept the change. We recommend trying to keep the Speaker Volume "mid-range," around 128, if possible.
7. If you cannot hear your voice reflected in your earphones, check your headset controls (not all headsets have controls). Verify your mic switch on your headset cable is set to "ON". If you still cannot hear your voice reflected in your earphones, verify your earphone volume dial on your headset cable is set to mid or high range. Note that setting your dial to maximum volume may cause slight distortion in the audio you hear.

8. If you still cannot hear your voice reflected in your earphones, see Appendix A for help on troubleshooting audio problems.
9. When finished, select the OK button at the bottom of the window.

4. When I point my browser to the IVoDS home page, I get the message “The page cannot be displayed.” Why?

Cause 1) – Make sure the VPN client is running, a key/envelope icon will be in the lower right hand corner of your computer desktop, the IVoDS home page will not display if you aren't using the VPN.

Cause 2) – The web browser can cause a timeout if it takes too long to type in the username and password for the VPN authentication. If you have been successfully authenticated, and still receive this message select the refresh button for your web browser.

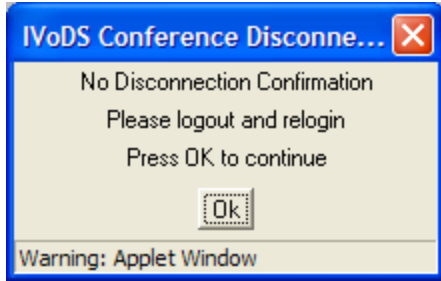
Cause 3) Your IP has not been added to the accepted list for VPN. If you cannot authenticate, call the HOSC Helpdesk.

5. My IVoDS client appears to be unresponsive.

If you are on a slow Internet connection, actions such as connecting to conferences will take 15 seconds or more. If the IVoDS client becomes unresponsive for a few minutes – nothing is updating – you may need to restart the IVoDS client and the web browser. This should happen very rarely.

- a. Try closing the IVoDS client; if this doesn't work, try closing the web browser. If you can close it by normal procedure, then go on to step c; otherwise proceed to step b.
- b. Open the Windows Task Manager and kill the IVoDS Client.
 - Select <CTRL><ALT>
 - Select the Task Manager button
 - Select the Applications tab
 - Find the IVoDS Client in the list and left click on it
 - Now, select the End Task button at the bottom of that window.
- c. Once Windows has properly killed the application, make sure that the web browser closes, also.
- d. Re-open the browser and try to log-in again.

If your network becomes inactive for longer than 1 minute, IVoDS will clean up all talk connections and you will need to reconnect to your talk conference. If you regain your network around the 1 minute mark, you can be placed in the condition where IVoDS has attempted to clean up the connection, but has not been able to complete it. In this case, your client will appear to be OK, but your audio will not be transmitted and you will not be able to select to talk on other conferences. In this case, you will need to log out of IVoDS and log back in.



This is the error dialog box you will receive if this anomaly has occurred and you attempt to disconnect from a conference. There is a similar dialog when attempting a talk connection while in this error state.

6. My Network Activity indicator in the upper right corner of my display has turned red. What do I do?

Your Internet connection to Marshall Space Flight Center is very slow or has gone down. In this state, most user activity is disabled. However, if the network is not totally down, you may be able to continue talking on the conference that has already been selected for talk. If the IVoDS client does not hear from the IVoDS server in four minutes, you will be automatically logged off of IVoDS and a dialog box will be displayed saying you need to log-in again. Check with your network administrator to determine the cause of the slow response if this problem continues.

7. I get a “Communications with foivods.hosc.msfc.nasa.gov has failed” error

The VPN client connection has been lost. When this occurs, you'll have to close the IVoDS client and the web browser and try to log in again. After the connection has been lost for over 4 minutes, the IVoDS server automatically logs the user off the IVoDS system. However, since the connection has been lost, the server can't update the IVoDS client about being logged out so it appears that you are still logged in. If the disconnect is due to a network problem, you may not be able to connect again until the congestion or disconnect has been fixed.

8. The IVoDS Client login dialog box appears to be hung.

You could be experiencing network problems and it's taking longer than normal for the IVoDS client to communicate with the IVoDS server. Wait 2 or 3 minutes; if the problem doesn't go away, follow the steps in this FAQ for killing the CUCore.exe.

9. The login dialog box said that I had an invalid username/password.

Cause 1)-- The username or password that you typed in was wrong, make sure you are using the right login, and remember that it's case sensitive.

Cause 2) -- If you experienced a system failure, you must wait 4 minutes for the server to clean up and close the account before attempting to log in.

Cause 3)-- Your user account is already in use or was not logged out properly and the IVoDS Server thinks that you are still logged in. Contact the HOSC help desk.

10. I hear an echo when I talk.

Cause 1) There is feedback being caused by a user with a pair of external desktop speakers. This occurs when you are talking on a loop and a user with external desktop speakers keys up his microphone or has microphone lock enabled while monitoring your loop.

Cause 2) Microphone volume is too loud. Test your settings in the Voice Check wizard (see Problem 1). If that doesn't help: Open the Windows Volume Control as described in the IVoDS User Manual, Appendix A., switch to the Recording Controls. If there is an indicator bar for the Microphone Control, watch it as you talk in a conference. If the indicator bar turns yellow or red, you are talking too loud. Reduce the volume using **ONLY** the Mic Volume slider bar on the IVoDS Client.

Cause 3) Your Record Settings are set for wave input. See appendix A for setting it to microphone input.

11. How do I check the IVoDS Client Version number?

Login to the IVoDS Client and select **Help->About IVoDS** from the menu bar.

12. How do I check the CUcore version number?

Login to the IVoDS Client and select **Help->About IVoDS** from the menu bar.

13. I do not hear any audio, but the conference activity light flashes.

- Make sure the Mute button isn't checked for that conference.
- Make sure the Speaker Volume slider is turned up loud enough.
- Double-check the headset being used to see if the volume wheel has been turned inadvertently.
Check the Windows Volume Control settings (see Appendix A. of the IVoDS User Manual).

14. Other people have a hard time understanding my audio transmission.

- Make sure you aren't over-driving the microphone by using the Voice Check wizard (see Problem 1). If your volume is too loud, lower the IVoDS Mic Volume slider bar.
- Check the placement of your microphone; position about 3 inches from your mouth.

15. When I press my space bar or the click to talk GUI button the voice traffic light does not start flashing immediately.

This problem has been discovered and deals with slow updates to the GUI from the conference server. Although the voice traffic light is not flashing, you are still transmitting. Use the microphone active indication in the status bar window at the bottom of the IVoDS GUI as your indication that your microphone is ready for voice transmission.

16. My cursor has changed to an hourglass and it seems like it is taking an extremely long time for my conference to connect for talk.

When selecting to talk on a conference you begin to experience a long delay of more than 20 seconds. This is a random problem that does not happen often. Go ahead and position the

hourglass over the talk radio button and select it again. This should clear the problem up. If not, you may need to disconnect from the conference and reconnect and select to talk again.

17. How to kill the CUcore.exe.

Very rarely, the IVoDS “plug-in” that runs in the browser can get hung up. If this happens, the IVoDS Client will also hang. Closing the web browser may not close the IVoDS plug-in, CUcore.exe. To make sure that CUcore has been terminated, make sure the web browser has been closed and then open the Windows Task Manager and follow the steps below.

- Select <CTRL><ALT>.
- Select the Task Manager button.
- Select the Process tab.
- Find the CUcore.exe in the list and left click on it.
- Now, select the End Task button at the bottom of that window.

18. There seems to be about a 10 second delay when switching to talk from an inactive conference to an active conference.

When a user selects a Talk radio button for a conference that currently does NOT have activity on it, the client must wait either 10 seconds or until there is activity on the loop before allowing the user to select a Talk radio button for a different conference. The user can bump the Click To Talk button for a brief second to create activity on the loop then the user will be able to select a Talk radio button for a different conference.

19. The VPN client does not seem to get the latest VPN updates.

To update the VPN site, the user must double click the secure remote icon or launch the program through the start menu. Double click the site and click on the update button.

20. I have been logged into IVoDS for awhile and everything is working normal but then I’m unable to send or receive audio.

The GUI is unresponsive to user input. The computer may have become overwhelmed and is utilizing too much CPU. Kill the CUcore.exe in the Task Manager and try logging in to IVoDS again. See the FAQ 17. for killing the CUcore.exe.

21. I opened the ivods.exe and I didn’t get an IVoDS icon on my desktop.

In rare instances, the icon will be place in the C:/ drive on your computer. Move it to your desktop for ease of use.

22. The IVoDS icon is not taking me to the correct address for IVoDS.

If this happens, open the Internet Explorer browser and type in the following address:

<http://ivods.hosc.msfc.nasa.gov:8080/cucs/index.html>. This should only be used as a backup since the batch file associated with the icon does some cleanup on startup of the IVoDS application.

23. Here are some scenarios that may lead to IVoDS abnormalities.

- a. Leaving the “ivods.html” page, which launched the java applet for the IVoDS client GUI.
- b. Opening a second “ivods.html” page that launches a second IVoDS client.

- c. Using microphone lock for extended periods of time (more than 1 hour) can cause an overflow on the windows stack.
- d. Using a Sun Java Plug-In.
- e. Downloading the SecureRemote directly from the CheckPoint site.
- f. Using **Netscape** to access the IVoDS client.

APPENDIX D: IVoDS DIALOG BOX ERROR MESSAGES AND EXPLANATIONS

IVoDS Dialog Box Error Message (These messages will appear in a dialog box that must be acknowledged by user)	Comment
IVoDS Conference Connection Error AudioMixer Error If strange behavior occurs logout / relogin	A problem has occurred with a talk connection. Logout / login may be necessary.
IVoDS Conference Connection Error Talk Connection Failure Please try to connect again	Connection to a talk conference has failed. Reconnection to the conference is required.
IVoDS Conference Connection Error No Connection Confirmation Please try to connect again	No confirmation was received for connection to a talk conference. Reconnection to the conference is required.
IVoDS Conference Disconnection Error No Disconnection Confirmation Please logout and relogin	No confirmation was received for disconnection from a talk conference. Logout / login may be necessary.
Timeout Error Connection Lost with IVoDS Server Please attempt to relogin	Connection has been lost with the IVoDS server. It will be necessary to relogin.
IVoDS System Error IVoDS is currently not operational Please close browser Try to connect again later	This message is displayed when the IVoDS web page is first displayed and the IVoDS system is not operational. Attempt connection at a later time.
Load Settings Error Settings not loaded User is connected to conference(s)	Users should not be connected to any conferences when trying to load previously stored settings.
Preferences Error Lower stream conference volume error Setting new value to 50	An out of range value has been entered for the “lower stream conference volume” option in the Preferences dialog. Value is automatically set to 50.
Login Error IVoDS Login Error Your account is already in use	This message is displayed when logging into IVoDS. Someone else is logged in under the user’s account.
Login Error IVoDS Login Error Your account has been disabled	This message is displayed if the user’s IVoDS account has been disabled.
Login Error IVoDS Login Error The maximum number of users are logged into IVoDS	This message is displayed when logging into IVoDS. There are no more user licenses available.

IVoDS Dialog Box Error Message (These messages will appear in a dialog box that must be acknowledged by user)	Comment
Login Error IVoDS Login Error Username not found	This message is displayed when logging into IVoDS. The username entered is invalid.
Login Error IVoDS Login Error MP server exception	This message is displayed when logging into IVoDS. An error has occurred on an IVoDS server.
No Disconnect Confirmation Please logout and relogin Press OK to continue	<p>If a talk connection exists and a “Network Inactive” lasts for more than four heartbeats (roughly one minute), the talk connection row is cleaned up and returned to the disconnected state. The user is notified that talk connection has been lost and must be re-instated manually. This occurs even if “Network Active” returns within four minutes.</p> <p>If network connectivity is regained around the same time that the cleanup is occurring, the user could be caught in a state where it appears as though they are connected to talk and pressing the spacebar or “Click to Talk” will show microphone active. The user will not be able to transmit audio and will not be able to disconnect from the conference. The user will have to log out and relogin to continue.</p>
Failed to Mute. Invalid Port #0	Contact the HOSC Helpdesk.

APPENDIX E: IVOVS ERROR MESSAGES AND EXPLANATION

IVoDS Error Messages (These messages appear in the message area at the bottom of the GUI.)	Comment
“Username” does not have talk privileges for “conference”	The user is not allowed to talk on the conference that was selected.
Ready for talk...	Displayed after connection to a talk conference. The system is now ready for talking.
Please connect to the conference in listen mode before attempting to connect in talk mode...	Displayed when a user tries to connect to a conference for talk without first connecting for listening.
User is already logged into conference	Displayed when the user tries to connect to the same conference twice.
Microphone active	Displayed when either the push to talk button is pressed, the spacebar is pressed, or the microphone lock box is selected.
Microphone inactive	Displayed when either the push to talk button is released, the spacebar is released, or the microphone lock box is deselected.
Settings not loaded, user is connected to at least one conference	Users should not be connected to any conferences when trying to load previously stored settings.
Settings saved	The current IVoDS settings are saved.
User is already logged in	The user should only login one time.
Login is required to run the user list	User attempted to access the user list without first logging in to IVoDS.
Please close all conferences before running a voice check	Voice check cannot be run when connected to any conferences.
Login is required to run the voice check	The user must log in to run a voice check.
Settings loaded	Previously saved IVoDS settings have successfully loaded.
Login successful	The user’s attempt to login was successful.
Login failed: account already in use “username”	This message is displayed when logging into IVoDS. Someone else is logged in under the user’s account.
Login failed: account has been disabled “username”	This message is displayed if the user’s IVoDS account has been disabled.
Login failed: maximum number of users logged into IVoDS “username”	This message is displayed when logging into IVoDS. There are no more user licenses available.
Login failed: invalid username “username”	This message is displayed when logging into IVoDS. The username entered is invalid.

IVoDS Error Messages (These messages appear in the message area at the bottom of the GUI.)	Comment
Login failed: MeetingPoint server error	This message is displayed when logging into IVoDS. An error has occurred on an IVoDS server.
User not currently logged in	Displayed if the user attempts to logout before logging into IVoDS.
Logout successful “username”	Displayed when the user successfully logs out of the IVoDS system.
Preferences applied	Displayed when preferences are applied from the preferences dialog.